



Email form to: contact@psc.sc.gov

* Required Fields

Letter of Protest
in Docket * 2011 - 47 - WS

Print

Email

Date: * May 16, 2011

Protestant Information:

Name * John E. Andrews

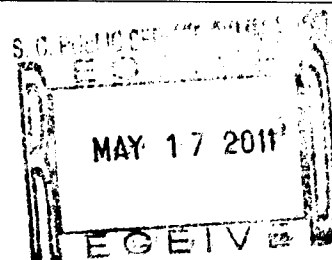
Mailing Address * 147 Rolling Rock Rd.

City, State Zip * Aiken, SC 29803 Phone * 803-648-6627

E-mail jeandrews@gforcecable.com

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I'm a customer, Hunter's Glen Subdivision.



2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

I'm writing in protest to the proposed 80% rate increase by "Carolina Water Service". I live in "Hunter's Glen" subdivision in Aiken County and CWS has, to my knowledge not performed any upgrades to our water system in years. Everybody is suffering in these tough economic times with high food and gas prices, yet the CWS application shows an 11.5% return on equity. That's not too shabby when interest on a CD in a local bank is paying less than a penny on the dollar. An 80% increase is outrageous for a company that provides such poor service to it's customers. I have included two articles that were written about their service last year.

3. Do you wish to make an appearance at a hearing in this proceeding , if scheduled, and offer sworn testimony? *
(This section should be completed.)

No



Posted on Wed, Apr. 14, 2010

Agency wants action at Carolina Water Service

By TIM FLACH

State officials rapped Carolina Water Service Tuesday for poor service to its nearly 11,000 customers in the Ballentine, Lexington and Oak Grove areas.

The S.C. Office of Regulatory Staff - the voice of consumers when it comes to utilities - asked for a crackdown on what its says are problems that have persisted for months.

Complaints include homeowners getting disconnected after paying water bills or never being sent a bill, inaccurate bills and failure to refund overcharges.

"We're doing this as a last resort," agency director Dukes Scott said. "It's been an ongoing problem."

His agency is asking the S.C. Public Service Commission to order the privately owned utility to make corrections immediately.

Officials at Chicago-based Utilities Inc., owner of Carolina Water, said the problems just came to their attention.

It's unclear whether the problems are widespread, company vice president Don Sudduth said.

Service cutoffs are suspended while the company looks into the matter, he said. "Accurate and timely billing is very important to us," Sudduth said.

Ending those problems is overdue, especially since the errors disrupted service improperly to some homes, Scott said.

Carolina Water Service has 16,400 customers statewide.

Its billing problems appear to be concentrated in the Midlands, Scott said.

Reach Flach at (803) 771-8483.

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Petition filed against Carolina Water Service

Staff reports

COLUMBIA -- According to a press release the South Carolina Office of Regulatory Staff filed a petition for a rule to show cause today, April 13, with the Public Service Commission of South Carolina alleging that Carolina Water Service Inc., which serves area including Lake Wylie and Tega Cay, has violated several regulations which, taken collectively, result in the company's not providing adequate and proper service to its customers.

Among the specific allegations noted by the ORS in today's petition are: • Failure to bill customers promptly following the reading of their meters • Failure to comply with customer bill forms • Failure to properly apply late payment charges • Failure to render bills • Failure to follow the rate schedule approved by the PSC, thus rendering inaccurate bills • Failure to refund or credit overcharges • Failure to properly notice customers of termination of service • Improper water service termination • Failure to resolve customer complaints properly

The ORS asks all CWS customers who have experienced these or similar issues to contact the ORS Consumer Services Department toll-free at 1-800-922-1531 or, within the Columbia area, at 803-737-5230.

The ORS is seeking an order from the PSC to require CWS to stop disconnecting customers who have not been billed by the company and to take all other steps necessary for the provision of adequate and proper service to customers within a reasonable time frame to be established by the PSC.

The Office of Regulatory Staff is an agency of the State of South Carolina. Its mission is to represent the public interest in utility regulation by balancing the concerns of the using and consuming public, the financial integrity of public utilities, and the economic development of South Carolina. For more information, visit regulatorystaff.sc.gov.

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